

Useful Resources

While developing *The Productive Leader*, we have found a number of useful resources which we are keen to direct you to. If you have further suggestions for resources to be listed on this page, please Contact Us.

Please note that the NHS Institute for Innovation and Improvement is not responsible for the content of external sites it links to.

Communicating and Influencing

Belbin, R.M. (2003). *Management Teams: Why They Succeed or Fail*. 2nd edition. Butterworth-Heinemann Ltd.

Berne, E.M.D. (1973). *Games People Play: The Psychology of Human Relationships*. New Impression Edition (26 July 1973). Penguin Books Ltd.

Gray, J. (2002). *How to Get What You Want At Work*. Vermilion.

Herrmann, N. (1996). *The Whole Brain Business Book: Harnessing the Power of the Whole Brain Organisation and the Whole Brain Individual*. McGraw-Hill Professional.

Smith, I. (1997). *Meeting Customer Needs (IM Certificate in Management)*. 2nd Rev edited edition. Butterworth-Heinemann Ltd.

Tannen, D. (1995). *Talking from 9 to 5: Women and Men in the Workplace: Language, Sex and Power*. Re-print edition. Avon Books.

Emotional Intelligence and Stress Management

Bridoux, D., Merlevede, P. E., Vandamme, R. (2001). *7 Steps to Emotional Intelligence*. Crown House Publishing.

Carrington, D., Whitten, H. (2006). *Future Directions: Practical Ways to Develop Emotional Intelligence and Confidence in Young People*. Hawker Brownlow Education Pty Ltd.

International Stress Management Association UK. (2007). ISMA/Home. [online]. . Bristol: ISMA UK. Available from www.isma.org.uk [Accessed 27th October 2008].

Goleman, D. (2008). Daniel Goleman, Emotional Intelligence and Social Intelligence. [online]. Daniel Goleman. Available from www.danielgoleman.info [Accessed 27th October 2008].

Israel, R., Shaffran, C., Whitten, H. (2000). *Your Mind at Work: Developing Self Knowledge for Business Success*. Kogan Page Ltd.

Meade-King, M., Oglesby, M. (no date). *Working Families*. [online]. Available from www.workingfamilies.org.uk [Accessed 27th October 2008].

Palmer, S. (2008). *Centre for Stress Management*. [online]. Centre for Stress Management. Available from www.centreforstressmanagement.org/ [Accessed 27th October 2008].

Seligman, M. (2006) Authentic Happiness: Using the new Positive Psychology. [online]. The Trustees of the University of Pennsylvania. Available from www.authentichappiness.sas.upenn.edu/ [Accessed 27th October 2008].

Acas. (2008). Acas – How can we help? [online]. London: Acas 2008. Available from www.acas.org.uk [Accessed 27th October 2008].

General

Health and Safety Executive. (2008). Information About Health and Safety at Work [online]. Crown Copyright. Available from www.hse.gov.uk/ [Accessed 27th October 2008].

NHS Institute for Innovation and Improvement. (2007). Thinking differently. Coventry: NHS Institute for Innovation and Improvement.

The Department for Business, Enterprise and Regulatory Reform. (2008). UK Debt for Business, Enterprise and Regulatory Reform [online]. Crown Copyright. Available from www.berr.gov.uk/ [Accessed 27th October 2008].

The Happiness Project. (no date). Welcome to the Happiness Project. [online]. Available from www.happiness.co.uk/ [Accessed 27th October 2008].

The NHS Confederation (Employers) Company Ltd. (no date). NHS Employers: Welcome to NHS Employers [online]. NHS Company. Available at www.nhsemployers.org/ [Accessed 27th October 2008].

Information Processing Al-Chalabi, A., Shane Delamont, R., Turner, M. (2008). The Brain: A Beginners Guide. 1st edition. One world Publications.

Buzan, B., Buzan, T. (1996). The Mind Map Book: How to Use Radiant Thinking to Maximise Your Brain’s Untapped Potential. Plume.

Buzan, T. (2003). The Speed Reading Book. BBC Active.

Buzan, T. (2003). Use Your Memory. BBC Active.

Cutler, W. E. (2003). Triple Your Reading Speed: The Proven Self Study Plan. 4th edition. Pocket. Meetings Management

Cleese, J., Jay, A. (1976). Meetings, bloody meetings [DVD]. Video Arts.

De Bono, P. (No date). Edward de Bono’s authorized website - home page [online]. Oxford: de Bono, P. Available from <http://www.edwdebono.com/index.html> [accessed 20th October 2008].

Hoffman, R., Parker, G M. (2006). Meeting Excellence: 33 tools to lead meetings that get results. Jossey-Bass.

SMART Technologies ULC. (2004). Effective meetings, your meetings resource centre [online]. Calgary: SMART. Available from <http://www.effectivemeetings.com/> [accessed 20th October 2008].

Snair, S. (2003). Stop the meeting I want to get off! How to Eliminate Endless Meetings While Improving Your Team's Communication, Productivity, and Effectiveness. McGraw-Hill.

Tropman, J E. (2003). Making meetings work – achieving high quality group decisions. Sage Publications.

WebEx Communications, Inc. (No date). WebEx: Web conferencing & meetings, video conferencing, net meeting, webinar solutions [online]. San Jose, Cisco Systems, Inc. Available from www.webex.co.uk/ [accessed 20th October 2008].

Problem Solving

De Bono, E. (1990). Lateral Thinking for Management. New edited edition (26 July 1990). Penguin Books Ltd.

Gelb, M.J. (2000). How to Think Like Leonardo da Vinci: Seven Steps to Genius Every Day. New edited edition (15 March 2004). Element books.

Harvard. (2004). Dealing with Difficult People: The Results Driven Management Series. Harvard Business School Press.

Harvard. (2003). Harvard Business Review on Motivating People. Harvard Business School Press.

Finley, M., Robbins, H. (1997). Why Teams Don't Work: What Went Wrong and How to Make it Right. Time Warner International.

Smedley, K., Whitten, H. (2006). Age Matters: Employing, Motivating and Managing Older Employees. Gower Publishing.

Treffinger, D.J. (1994). Practice Problems for Creative Problem Solving. 3rd edited edition. Centre for Creative Learning. Thinking Strategies

Dublin, M. W. (2001). How the Brain Works. WileyBlackwell.

O'Connor, J., Seymour, J. (1993). An Introduction to NLP Neuro-Linguistic Programming, Psychological Skills for Understanding and Influencing People. Thorsons Publishers.
Downloadable documents

The Email Hints and Tips guide, referenced on page 45 of The Productive Leader Email Management module, is now available to download below.

Email Hints and Tips